

CLAHRC BITES

IMPROVING COMMUNICATION BETWEEN PRIMARY AND SECONDARY CARE Heart Failure Alert Card

HEART FAILURE ALERT CARD

NHS
Manchester

Manchester Community Health

THIS PATIENT HAS HEART FAILURE

FIRST NAME: _____ SURNAME: _____

NHS NUMBER: _____

**Show this card at all medical appointments
including hospital admissions**

GM CLAHRC developed a Heart Failure (HF) Alert Card which was distributed to patients with the condition. The card contains patient details and is presented to ward staff when the patient is admitted to hospital.

As a result of patients carrying the HF alert card, heart failure specialist nurses were notified about their patient being in hospital for 83% of admissions.

Heart failure specialist nurses were more involved with in-patient care as a result of the alert card and able to discuss care of specific patients with secondary care clinicians – a communication link that was previously very poor.

In (59%) of cases the heart failure specialist nurses were informed by secondary care of their patient being due for discharge, which was a significant improvement.

NHS

*National Institute for
Health Research*

IMPROVING COMMUNICATION Heart Failure Alert Card

The Heart Failure Alert Card improved communication between primary and secondary healthcare providers

Working with primary and secondary care providers, we identified that there was a lack of effective communication about patient care between healthcare professionals.

Heart failure specialist nurses and community matrons raised concerns that they were not always notified when their patients were admitted to hospital. Ward staff were also unsure who to contact and what services were available in the community.

The Collaboration for Leadership in Applied Health Research and Care (CLAHRC) is a partnership between the University of Manchester and the NHS in Greater Manchester.

Funded by the National Institute for Health Research, our mission is to undertake high quality applied health research focused on the needs of patients to improve health services across Greater Manchester.



FEEDBACK

Since patients have been issued with a HF Alert Card, one heart failure specialist nurse said: "We have had better communication from the hospital and certainly changes would be made in medication. On some occasions we were able to highlight to the staff that a particular patient needed quite a high dose of diuretic or to make sure they were restarted on a beta-blocker if it had stopped. So it has definitely improved it."

The NIHR CLAHRC for Greater Manchester is a collaboration of Greater Manchester NHS Trusts and the University of Manchester and is part of the National Institute for Health Research W: clahrc-gm.nihr.ac.uk E: clahrc@srft.nhs.uk

For more information please visit clahrc-gm.nihr.ac.uk/resources/heart-failure-alert-card